EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L3	2747	(documentation (online near5 (help support))) near2 system	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:12
L4	1	3 and persistent near5 data same cookies	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:31
L5	8	3 and persistent$4 same cookies	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:32
L6	0	3 and persistent$4 same cookies same generat$4 same (script$4 javascript$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:34
L7	3	persistent$4 same cookies and cookies with generat$4 same (script$4 javascript$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:34
L8	64	persistent$4 same cookies and cookies with (script$4 javascript$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:35
L9	34	8 and (help source) near5 (file information data)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:38

EAST Search History

L10	1	9 and help with usage	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:39
L11	1	3 and help with topic with usage and help and (time$5 history id) with stor$4 with cookie	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:41
L12	1	help with topic with usage and help$4 near5 system and (time$5 history id) with stor$4 with cookie	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:42
L13	32	usage and help$4 near5 system and (time$5 history id) with stor$4 with cookie	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:52
L14	1	((documentation help) and system).ti. and (time$5 history id) with stor$4 with cookie	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:53
L15	204	715/704,705,707,712, 745;709/229,225.ccls. and (documentation help usage) with (topic title document)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:55
L16	0	15 and online near hselp near5 (system tool)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 14:55

L17	10	15 and online near help near5 (system tool)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 15:00
L18	1	17 and cookies	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/10/16 15:00
L19	9	("6208338").URPN.	USPAT	OR	ON	2006/10/16 15:01
L20	0	19 and cookies	USPAT	OR	ON	2006/10/16 15:01

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L21	0	(history near file with cookie same generated near local near computer).CLM.	US-PGPUB	OR	ON	2006/10/16 15:03
L22	0	(history near file SAME (ID identifier) same stor$4 with cookie and generated near local near computer).CLM.	US-PGPUB	OR	ON	2006/10/16 15:04
L23	0	(cookie near5 generated near4 local near computer). CLM.	US-PGPUB	OR	ON	2006/10/16 15:04

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1 Creating an HTML help system for web-based products   ▪
Laura Rintjema, Kara Warburton
September 1998 **Proceedings of the 16th annual international conference on Computer documentation**
Publisher: ACM Press
Full text available: 📄 pdf(770.53 KB)   Additional Information: full citation, references, citings, index terms

 Keywords: hypertext information system, information architecture, navigation, task-oriented help

2 Eclipse help system: an open source user assistance offering   ▪
Kari L. Halsted, James H. (Jamie) Roberts
October 2002 **Proceedings of the 20th annual international conference on Computer documentation**
Publisher: ACM Press
Full text available: 📄 pdf(365.82 KB)   Additional Information: full citation, abstract, references, index terms

In this paper, we discuss the theoretical and practical elements of designing an open source User Assistance (UA) System. Specifically, we introduce UCD requirements, including those to accommodate different user modes for UA architectures and complex document integration. We then detail how these requirements were delivered in the open source Eclipse project.

Keywords: eclipse user assistance, user assistance, user-centered design

3 Online help system design based on the situated action theory   ▪
Luc Vouligny, Jean-Marc Robert
October 2005 **Proceedings of the 2005 Latin American conference on Human-computer interaction CLIHC '05**
Publisher: ACM Press
Full text available: 📄 pdf(604.09 KB)   Additional Information: full citation, abstract, references

Nowadays, different forms of assistance are available in interactive computer-based systems. However, current online help systems, which correspond to the main components of online assistance, often are unsuccessful in providing support to users. The

help that is offered is not well-suited to the problem the users encounter and to the particular needs they have. This paper reports on a new approach to online help system design based on the situated action theory. The approach has been implemente ...

Keywords: contextual help, mixed-initiative interactions, online help, situated action

4 JavaScript Application Cookbook
Ben Crowder
May 2000 **Linux Journal**
Publisher: Specialized Systems Consultants, Inc.
Full text available: html(5.13 KB)   Additional Information: full citation, index terms

5 Learning to program: spreadsheets, scripting and HCI
Peter Warren
January 2004 **Proceedings of the sixth conference on Australasian computing education - Volume 30 ACE '04**
Publisher: Australian Computer Society, Inc.
Full text available: pdf(139.08 KB)   Additional Information: full citation, abstract, references

An examination of some recent programming texts indicates that the complexities of modern programming languages and environments have replaced the study of algorithms and programming principles. Additionally such an approach simply slows the development of the learner in the end. Consequently the paper examines the basic principles of minimalism as espoused by Carroll and the human computer interaction heuristics advanced by Nielsen to argue that scripting languages and spreadsheets provide a be ...

Keywords: JavaScript, heuristic evaluation, human computer Interaction, minimalism, programming

6 The design of an interactive online help desk in the Alexandria Digital Library
Robert Prince, Jianwen Su, Hong Tang, Yonggang Zhao
March 1999 **ACM SIGSOFT Software Engineering Notes , Proceedings of the international joint conference on Work activities coordination and collaboration WACC '99**, Volume 24 Issue 2
Publisher: ACM Press
Full text available: pdf(1.53 MB)   Additional Information: full citation, abstract, references, citings, index terms

In large software systems such as digital libraries, electronic commerce applications, and customer support systems, the user interface and system are often complex and difficult to navigate. It is necessary to provide users with interactive online support to help users learn how to effectively use these applications. Such online help facilities can include providing tutorials and animated demonstrations, synchronized activities between users and system supporting staff for real time instruction ...

Keywords: collaboration, digital library, online help desk, online support, user interface

7 CogentHelp: a tool for authoring dynamically generated help for Java GUIs
David E. Caldwell, Michael White
October 1997 **Proceedings of the 15th annual international conference on Computer documentation**
Publisher: ACM Press

Full text available: pdf(727.06 KB)   Additional Information: full citation, references, index terms

8 A multi-national sales planning system in APL

Steven I. Promisel

July 1992 **ACM SIGAPL APL Quote Quad , Proceedings of the international conference on APL APL '92**, Volume 23 Issue 1

Publisher: ACM Press

Full text available: pdf(628.24 KB)   Additional Information: full citation, abstract, references, index terms

A large multi-national chemical company has been using an APL-based logistics planning system called LOGISTICS*PLUS since 1984. Over the past five years, the original US-based system was extended into Canada and Europe. Recently, business units in Europe asked STSC to develop a sales planning system for LOGISTICS*PLUS. The developed system is used by many people with minimal training from many different countries. The software needed to be easy to access and easy to use. The purpose of this ...

9 Creating an interactive tutorial for a web-based product

Samantha Shurety

September 1998 **Proceedings of the 16th annual international conference on Computer documentation**

Publisher: ACM Press

Full text available: pdf(570.60 KB)   Additional Information: full citation, references, index terms

Keywords: e-commerce, hands-on, interactive, navigation, tutorial

10 Creating a massive master index for HTML and print

Dan Scott, Ronnie Seagren

October 2002 **Proceedings of the 20th annual international conference on Computer documentation**

Publisher: ACM Press

Full text available: pdf(282.66 KB)   Additional Information: full citation, abstract, references, index terms

An index connects readers with information. Creating an index for a single book is a time-honored craft. Creating an index for a massive library of HTML topics is a modern craft that has largely been discarded in favor of robust search engines. The authors show how they optimized a single-sourced index for collections of HTML topics, printed books, and PDF books. With examples from a recent index of 24,000 entries for 7,000 distinct HTML topics also published as 40 different PDF books, the autho ...

Keywords: indexing, information retrieval methods, navigation, online information, search

11 WWW-UDK: a web-based environmental meta-information system

Ralf Kramer, Ralf Nicholai, Arne Koschel, Claudia Rolker, Peter Lockemann, Andree Keitel, Rudolf Legat, Konrad Tirm

March 1997 **ACM SIGMOD Record**, Volume 26 Issue 1

Publisher: ACM Press

Full text available: pdf(230.86 KB)   Additional Information: full citation, abstract, citings, index terms

The environmental data catalogue *Umweltdatenkatalog* UDK is a standard meta-information system for environmental data for use by state authorities and the public.

Technically, the UDK consists of a database together with a front-end tailored to the needs of environmental specialists. FZI's contribution has been to develop a front-end that makes the UDK database available using the tools and techniques of the World-Wide Web. Among the features of WWW-UDK are several query modes for the UDK ...

12 Evaluating the performance of user-space and kernel-space web servers
Amol Shukla, Lily Li, Anand Subramanian, Paul A. S. Ward, Tim Brecht
October 2004 **Proceedings of the 2004 conference of the Centre for Advanced Studies on Collaborative research**
Publisher: IBM Press
Full text available: pdf(91.70 KB)   Additional Information: full citation, abstract, references, index terms

There has been much debate over the past few years about the practice of moving traditional user-space applications, such as web servers, into the kernel for better performance. Recently, the user-space userver web server has shown promising performance for delivering static content. In this paper we first describe how we augmented the userver to enable it to serve dynamic content. We then evaluate the performance of the userver and the kernel-space TUX web server, using the SPECweb99 workloa ...

13 A computerized system for Neurologic Music Therapy
Billy Harris, Martha Summa-Chadwick
December 2005 **Journal of Computing Sciences in Colleges**, Volume 21 Issue 2
Publisher: Consortium for Computing Sciences in Colleges
Full text available: pdf(253.76 KB)   Additional Information: full citation, abstract, references, index terms

Description of a web-based system using Neurologic Music Therapy (NMT), targeted to children with autism. This paper will describe the requirements and therapy curriculum, document the system specifications, and review the current state of implementation. At present, the system is at the concept demo stage and virtually ready for user testing.

14 Granularity in the design of interactive illustrations
Daniel L. Gould, Rosemary M. Simpson, Andries van Dam
March 1999 **ACM SIGCSE Bulletin , The proceedings of the thirtieth SIGCSE technical symposium on Computer science education SIGCSE '99**, Volume 31 Issue 1
Publisher: ACM Press
Full text available: pdf(784.90 KB)   Additional Information: full citation, abstract, references, citings, index terms

We describe some issues in designing and building educational Java applets for an introductory computer graphics course. The design problem involves balancing educational goals of building intuition about fundamental concepts in a domain against heterogeneity both in subject material and in student backgrounds. We present our design approach for resolving these forces --- fine-grained units addressing small concepts --- and discuss its effects on other areas including hypertext structure, interf ...

Keywords: applets, educational software, granularity, hypertext, interactive illustration, reuse, user interface

15 Effects of scent and breadth on use of site-specific search on e-commerce Web sites
Michael A. Katz, Michael D. Byrne
September 2003 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 10 Issue 3
Publisher: ACM Press
Full text available: pdf(2.34 MB)   Additional Information: full citation, abstract, references, index terms

Users faced with Web sites containing many possibly relevant pages often have a decision to make about navigation: use the menu of links or use the provided site search function. Two studies were conducted to examine what users do when faced with this decision on e-commerce Web sites, and how users go about deciding which method to attempt. An exploratory study revealed a wide distribution of searching and browsing behavior across sites and users. Counter to some predictions, use of the site sea ...

Keywords: Searching, WWW, browsing, e-commerce, empirical studies, information retrieval, navigation

16 Reply: Reflections on "Seven Issues": hypertext in the era of the web

Frank G. Halasz

August 2001 **ACM Journal of Computer Documentation (JCD)**, Volume 25 Issue 3

Publisher: ACM Press

Full text available: pdf(534.97 KB)   Additional Information: full citation, abstract, references, index terms

Frank Halasz revisits his papers "Reflections on NoteCards: Seven Issues for the Next Generation of Hypermedia Systems" and "Seven Issues: Revisited" from a Web perspective. His goal is to better understand how the Web has shaped and often overshadowed how we look at the tremendous possibilities of hypertext.

Keywords: World-Wide Web, hypertext/hypermedia, user interface design

17 1a---Links and Navigation: The look of the link - concepts for the user interface of extended hyperlinks

Harald Weinreich, Hartmut Obendorf, Winfried Lamersdorf

September 2001 **Proceedings of the twelfth ACM conference on Hypertext and Hypermedia**

Publisher: ACM Press

Full text available: pdf(307.01 KB)   Additional Information: full citation, abstract, references, citings, index terms

The design of hypertext systems has been subject to intense research. Apparently, one topic was mostly neglected: how to visualize and interact with link markers.

This paper presents an overview of pragmatic historical approaches, and discusses problems evolving from sophisticated hypertext linking features. Blending the potential of an XLink-enhanced Web with old ideas and recent GUI techniques, a vision for browser link interfaces of the future is being developed. We hope to stimula ...

Keywords: Web, XLink, distributed hypertext, link marker, user interface

18 Genre ecologies: an open-system approach to understanding and constructing documentation

Clay Spinuzzi, Mark Zachry

August 2000 **ACM Journal of Computer Documentation (JCD)**, Volume 24 Issue 3

Publisher: ACM Press

Full text available: pdf(627.37 KB)   Additional Information: full citation, abstract, references, citings, index terms

Arguing that current approaches to understanding and constructing computer documentation are based on the flawed assumption that documentation works as a closed system, the authors present an alternative way of thinking about the texts that make computer technologies usable for people. Using two historical case studies, the authors

describe how a genre ecologies framework provides new insights into the complex ways that people use texts to make sense of computer technologies. The framework ...

Keywords: genre ecologies, genre theory, information ecologies

19 First international workshop on adaptation and evolution in web systems engineering ☐ (AEWSE'06): Adaptive hypermedia as a means for learning programming
Petr Šaloun, Zdenek Velart
July 2006 **Workshop proceedings of the sixth international conference on Web engineering ICWE '06**
Publisher: ACM Press
Full text available: pdf(102.66 KB)　Additional Information: full citation, abstract, references

The adaptive hypermedia system AHA! was used as a tool to increase the quality of education, to ensure the course of programming in C++ and for testing of students. We incorporated into the evaluation tests the idea of negative points per incorrect answer, which is described. Knowledge of basics, rules and semantics of the language, and also training of programming skills is needed for learning the programming language. This paper describes the approach which we used to teach in the context of t ...

20 Databases on the Web: technologies for federation architectures and case studies　☐
Ralf Kramer
June 1997 **ACM SIGMOD Record , Proceedings of the 1997 ACM SIGMOD international conference on Management of data SIGMOD '97**, Volume 26 Issue 2
Publisher: ACM Press
Full text available: pdf(662.26 KB)　Additional Information: full citation, references, citings, index terms

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